

Message for U.S. Citizens – October 2014 Social Security Checks Are Delayed
U.S. Embassy La Paz, Bolivia
October 28, 2014

This message is to advise the public that the October 2014 Social Security checks for Bolivia were misrouted. These checks are being returned via DHL to the U.S. Treasury and will be mailed to the U.S. Embassy in La Paz. The process of resending these checks may take up to three weeks or longer.

We apologize for any inconvenience this situation may cause Social Security beneficiaries.

You can stay in touch and receive Embassy updates by checking the Embassy website, found [here](#). Up-to-date information on security can also be obtained by calling 1-888-407-4747 toll-free in the United States and Canada or, for callers outside the United States and Canada, by calling the regular toll line at 1-202-501-4444. These numbers are available from 8:00 a.m. to 8:00 p.m. Eastern Time, Monday through Friday (except U.S. federal holidays).

We strongly recommend that U.S. citizens traveling to or residing in Bolivia enroll in the [Department of State's Smart Traveler Enrollment Program \(STEP\)](#) at www.Travel.State.Gov. STEP enrollment gives you the latest security updates, and makes it easier for the U.S. embassy to contact you in an emergency. If you don't have Internet access, enroll directly with the U.S. embassy.

Regularly monitor the State [Department's website](#), where you can find current Travel Warnings, Travel Alerts, and the Worldwide Caution. Read the [Country Specific Information for Bolivia](#). For additional information, refer to "A Safe Trip Abroad" on the State Department's website. Contact the U.S. embassy or consulate for up-to-date information on travel restrictions. You can also call 1-888-407-4747 toll-free in the United States and Canada or 1-202-501-4444 from other countries. These numbers are available from 8:00 a.m. to 8:00 p.m. Eastern Time, Monday through Friday (except U.S. federal holidays).

You can contact the American Citizen Services Unit at the U.S. Embassy in La Paz, Bolivia, via e-mail at ConsularLaPazACS@state.gov or by telephone at 591-2-216-8246 during regular business hours (Monday to Friday, 8 a.m. to 5 p.m.) or 591-2-216-8500 after hours and on weekends.

The U.S. Embassy is located at 2780 Arce Avenue in La Paz, Bolivia, and is open to the public by appointment on Monday through Thursday from 08:00 to 12:30, and Thursdays from 14:00 to 16:00. You can schedule a non-emergency appointment by visiting our [website](#).

The Embassy operates two Consular Agencies in the cities of Santa Cruz and Cochabamba, Bolivia. The Santa Cruz Consular Agency is located on Roque Aguilera Avenue #146 (3rd ring). You can contact the Santa Cruz Consular Agency by telephone at 591-3-351-3477, during regular business hours (Monday - Friday, 9 a.m. to 12:30 p.m. and 1:30 p.m. to 3:00 p.m.).

The Cochabamba Consular Agency is located in Edificio Saal, Avenida Pando 1122, 1st Floor. You can contact the Cochabamba Consular Agency by telephone at 591-4-411-6313, during regular business hours (Monday, Tuesday and Thursday, 9 a.m. to 12:30 p.m. and Wednesday, 1:30 p.m. to 5:30 p.m.).

If you wish to visit the Consular Agencies for a non-emergency matter, please schedule an appointment through our [website](#).